23 JUN 1976

GSA Declassification&Release Instructions In ERU File - No Referral To GSA

MEMORANDUM FOR: Deputy Director for Administration

FROM : James H. McDonald

Director of Logistics

SUBJECT : Proposed Closing of the Rendezvous Room

REFERENCE : Letter dated 16 April 1976 to C/LSD from

GSA, same subject

- 1. This memorandum contains a recommendation for your approval; such recommendation is contained in paragraph 11.
- 2. Mr. Robert D. Marcus, Director of Concessions Division, General Services Administration (GSA) advised this office by letter received on 20 April 1976 that the Rendezvous Room has been operating at a deficit averaging \$84.16 daily. Mr. Marcus advised further that he has been working with Government Services, Inc. (GSI) in a concerted effort to eliminate all services that are non-essential and unprofitable. On this basis, Mr. Marcus has proposed that the Rendezvous Room be closed permanently and an effective date of 30 April was requested.
- 3. In an effort to respond to Mr. Marcus' letter, an attempt was made to contact him on 21 April. Mr. Stoessel, Chief, Food and Vending Operations Branch, advised that Mr. Marcus was out of town and would not return until 30 April. Mr. Stoessel agreed, however, to suspend action on closing the Rendezvous Room until the matter could be thoroughly examined.
- 4. A meeting was convened on 30 April in the Office of the Chief, Logistics Services Division, Office of Logistics, for the purpose of reviewing GSA's proposal and the status of other GSI operations conducted in support of the Central Intelligence Agency (CIA). In attendance were: Messrs. STATINTI representing CIA; Robert D. Marcus

STATINTL

and Gilbert Stoessel, representing GSA; and Clifton M. Truesdale, Vice President for Operations, GSI. Mr. advised that the Rendezvous Room is considered to be a very important part of the food service program at CIA and any proposal to eliminate or alter any portion of this program would be evaluated on the basis of the impact on CIA. Expenses and revenue statistics covering the Rendezvous Room's business activity were presented by GSI in support of their proposal, along with similar information covering the evening and Saturday service in the North Cafeteria. It was noted that past attempts to remedy the problem by introducing price increases have been counterproductive inasmuch as the resulting decline in patronage forces the deficit to increase. It was further noted that, in view of their inability to reverse this deteriorating situation, GSI has closed several other buffets in the Washington area. The meeting was closed with our request for additional information to cover the remaining GSI activities in the Headquarters and Ames Buildings.

5. The Rendezvous Room is generally considered by Agency employees to be a valuable asset. The fairly quiet, unhurried, and uncrowded atmosphere, together with the reserved table feature, make it an ideal location for entertainment of official guests by employees who are not eligible to use the Executive Dining Room. Should this facility be closed, the only available alternatives are the North Cafeteria, where the atmosphere is not conducive to relaxed conversation, or any of the several restaurants in the McLean and Tysons Corner area, where both time and expense are discouraging factors.

STATINTL

abuses. On one occasion, Mr. the Cafeteria Manager, observed one woman who, after consuming 12 pieces of chicken, attempted to conceal an additional 5 pieces in her handbag. Once she realized that she was being observed, she returned the chicken to her plate and departed hastily. This is not an isolated case, of course, and abuses of this nature contribute to the deficit. Abuses and deficit notwithstanding, feelings run strong that the Rendezvous Room is a valuable asset and should be retained.

- 7. In contrast, we have found that there are two services that appear to be underutilized and could be discontinued with minimum impact. The service provided in the North Cafeteria each evening between 1730 and 1900 hours currently attracts an average of only 87 patrons with sales averaging \$99.18. This results in a deficit of \$42.40 each day. Statistics indicate that only a very few of these patrons purchase full meals while most patrons buy desserts, snacks, and coffee. The remainder of the work force in the building at night apparently takes advantage of the vending machines or bring their lunches from home.
- 8. Similarly, the North Cafeteria is opened between 0900 and 1300 hours on Saturday and serves an average of 149 patrons with sales amounting to \$149.16. Here again, most sales are in the snacks and coffee category, and GSI suffers a deficit of \$44.40 each Saturday. The combined deficit for both of these activities is projected to be \$13,332 during calendar year 1976.
- 9. GSI has advised that they would be willing to expand their vending machine activity to accommodate our evening and Saturday workers if these two services are discontinued. GSI has indicated further that they will accommodate any special situations that may arise at night or on Saturday in the future.





- 11. In order to increase GSI's profit margin with minimum impact on this Agency, it is recommended that:
 - a. Evening and Saturday service in the North Cafeteria be discontinued; and
 - b. The proposal to close the Rendezvous Room be denied.

/s/ James H. McDonald James H. McDonald

Att: Reference

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13 AUG 1976 APPROVED:

DISAPPROVED:

*"Ok, put out a notice". 151 m

Distribution: Orig - Return to OL (LSD Official) 2 - DD/A

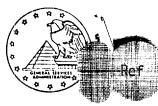
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UNITED STATES OF AMERICA

Approved For Releases 2001/08/23 : ACIAN ROPS 100100150077-0

Public Buildings Service Washington, DC 20405





STATINTL

Chief

Logistics Service Central Intelligence Agency Washington, DC 20505

STATINTL

Dear Mr.

In recent months General Services Administration (GSA) and Government Services, Inc. (GSI) have been concertedly working together to improve the overall services provided in food service contracts in the Washington metropolitan area. One of the areas where problems have surfaced is the buffets. GSA and GSI have been striving to eliminate operating losses in cafeterias, coffee shops, and buffets facilities in numerous locations. It has become mandatory to eliminate services which are nonessential and unprofitable in order that essential cafeteria services offering a variety of high quality food can be offered at reasonable prices.

When the buffets were first initiated, they were successful because of the relatively low food cost; however, as prices escalated in wholesale food and the cost of food preparation increased, it was mandatory to raise the prices in the buffets. It is also apparent that the same selection of food items is not being served in the buffets as it was in the past. Mainly because of this, the buffets popularity began to decline to the extent that it has reached a point of no return.

The patronage level required to make buffets viable is not being realized in any of our buildings in the Washington metropolitan area. This is especially true in your facility where the daily average patronage is 155 with average daily sales of \$314.51. Food, labor, and other costs on a daily average is \$399.12, resulting in an operating deficit of \$84.61. We are convinced that continuing the operation of the buffet would only add to the deficit that GSI has encountered.

This condition is not unique to the Central Intelligence Agency facility. GSA is initiating action to close all buffets that are unprofitable and unsuccessful. Recently we have closed buffets in FOB #9; Department of Housing and Urban Development; Geological Survey in Reston, Virginia; Department of Health, Education, and Welfare; Department of Defense (Forrestal Building); Federal Aeronautics Administration; and our own

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2

GSA Executive Dining Rooms at 18th and F Streets and Regional Office Building, 7th and D Streets, SW. GSA, by closing its own facilities, is leading the way in a joint effort with GSI to close all non-viable food facilities which include buffets and executive dining rooms.

We are aware of the increased inconveniences this may cause your agency in closing the buffet, but it is not economical to continue this operation at a loss to GSI. For the aforementioned reasons, we are requesting your concurrence in alleviating GSI of this unprofitable situation. We have established a tentative closing date of April 30, 1976, pending your approval.

If there are any further questions on this matter, please do not hesitate to contact this office.

Sincerely,

ROBERT D. MARCUS

Director

Concessions Division

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23 JUN 1976



MEMORANDUM FOR: Deputy Director for Administration

FROM

James H. McDonald

Director of Logistics

SUBJECT

Proposed Closing of the Rendezvous Room

REFERENCE

Letter dated 16 April 1976 to C/LSD from

GSA, same subject

- 1. This memorandum contains a recommendation for your approval; such recommendation is contained in paragraph $\underline{11}$.
- 2. Mr. Robert D. Marcus, Director of Concessions Division, General Services Administration (GSA) advised this office by letter received on 20 April 1976 that the Rendezvous Room has been operating at a deficit averaging \$84.16 daily. Mr. Marcus advised further that he has been working with Government Services, Inc. (GSI) in a concerted effort to eliminate all services that are non-essential and unprofitable. On this basis, Mr. Marcus has proposed that the Rendezvous Room be closed permanently and an effective date of 30 April was requested.
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- 6. No attempt is made to hide the fact that there are abuses. On one occasion, Mr. Arnold, the Cafeteria Manager, observed one woman who, after consuming 12 pieces of chicken, attempted to conceal an additional 5 pieces in her handbag. Once she realized that she was being observed, she returned the chicken to her plate and departed hastily. This is not an isolated case, of course, and abuses of this nature contribute to the deficit. Abuses and deficit notwithstanding, feelings run strong that the Rendezvous Room is a valuable asset and should be retained.

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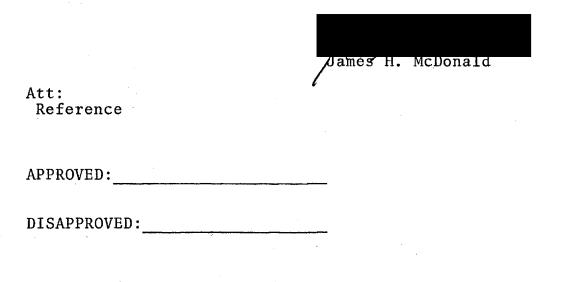


Approved For Release 2001/08/27: CIA-RDP79-00498A000100150077-0

SUBJECT: Proposed Closing of the Rendezvous Room

- 11. In order to increase GSI's profit margin with minimum impact on this Agency, it is recommended that:
 - a. Evening and Saturday service in the North Cafeteria be discontinued; and
 - b. The proposal to close the Rendezvous Room be denied.

STATINTL



Distribution:
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UNITED STATES OF AMERICA Approved For Felense 2001 (08/27 & CIA BDP7) 2004 984000 100150077-0

Public Buildings Service Washington, DC 20405





STATINTL

Chief
Logistics Service
Central Intelligence Agency
Washington, DC 20505

STATINTL

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If there are any further questions on this matter, please do not hesitate to contact this office.

Sincerely,

ROBERT D. MARCUS

Director

Concessions Division

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bonding,	RECEIVED	FORWARDED	INITIALS	to whom. Draw a line across column after each comment.)
Director of Logistics 2CO2		STATIN	ΤL	I had a discussion with Mr. relative to the re-establishment of or continuation of
STATINTL				a cafeteria committee. He basi- cally had no interest or desires to re-establish the cafeteria
3.				committee. He felt that any problems that may be generated as complaints against any of our
4.				cafeteria operations could be satisfactorily resolved without committee action by the Logistics
5.				Services Division. Attached you will find past correspondence dating back to 1968 when the first
6.				cafeteria committee was established. The last meeting of the cafeteria committee, as you will note, was
7.		STA	TINTL	held on 1 February 1973. It appears that the cafeteria committee, as constituted by dated
8.				3 April 1972, died a natural death on the expiration of the notice on 1 April 1973. I recommend that
9.				we do not re-establish or recon- stitute a cafeteria committee, but resolve problems or decision-
10.				making like the attached memo by calling a meeting of senior directorate support officers
11.				similar to the Agency Parking Committee and discussing and resolving similar problems. If you
12.				have no objection, this is the method that I will use to formulate a position to the A/DDA relative
13.				to our recommendations on the cafeteria operation.
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FORM 610 USE PREVIOUS SECRET		CONFID	ENTIAL	☐ INTERNAL ☐ UNCLASSIFIED

Approved For Release 2001/08/27 : CIA-RDP79-00498A0001001500

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DDA 76-3659

22 July 1976

MEMORANDUM FOR: John F. Blake

Deputy Director for Administration

STATINTL

FROM

Acting Executive Officer, DDA

SUBJECT

Closing of the Rendezvous Room and Reduction in North Cafeteria Services

1. Attached are the comments from the DDA Offices regarding the recommendation that the Rendezvous Room be closed and that the North cafeteria services be reduced. It is obvious that most of the DDA Offices have done their homework and their comments are thoughtful.

- 2. For what it may be worth, I would like to make the following points, based both on my personal opinions and comments that have been made to me by other employees.
 - a. The CIA Headquarters building, while not remote in the true sense of the word, is, in fact, beyond walking distance from commercial eating facilities. This being the case, CIA as an employer is under some obligation to provide eating facilities comparable, to some degree at least, to what might be available to employees in a more "normal" location.
 - b. At present, we have in the building: cafeteria service, which is certainly adequate; the Rendezvous Room, which offers essentially the same food, but in a considerably more pleasant environment; and vending machines for those who choose to utilize them. I believe that this represents an acceptable degree of food service variety at prices which are essentially reasonable, given today's inflationary situation.

- c. While no one would argue against the elimination of services that do not carry their financial weight, such reduction should be made only when absolutely mandatory. Food service relates very directly to morale and, given the situation of the Headquarters building, assumes an above average importance.
- d. GSI is, and has been for years, slightly suspect in my mind. Given their charter of providing food service for a very broad base of Government installations and given the fact that this permits them to procure food supplies and services on a mass basis, I really don't understand why they are not able to operate in such a manner so as to obtain the minimal profit that their charter authorizes. Starting with this bias, I guess it is fairly logical that I take the position that we should only very reluctantly agree to any of the recommendations for reductions in services. I feel strongly that, while cutbacks and reductions might be required, we should push GSI absolutely to the wall on this matter to ensure that any reductions are of an absolutely minimal nature.

STATINTL

Attachments

Arguments can be advanced to support any of three options including leaving both facilities in operation.

- a. GSI is making a profit as is. Why increase it?
- b. The GSI "profit" appears to be based on current expense only. When capital equipment amoritization is included, they are probably operating at a loss. This they should not be required to do.
- c. North Cafeteria provides the only cafeteria service available to permanent eve shift. Why should they be deprived of this?

STATINTL

- d. Vending machine service, superior to that in , is available to shift workers. Why should North Cafeteria operate at a loss to provide additional, little used service?
- e. The Rendezvous Room provides a complete main meal for lower graded employees who can ill afford such a complete meal at restaurants. Should they be deprived of this?
- f. Cafeteria service is available at all times. Why should this be supplemented at a loss? We pay lower graded employees enough that they needn't starve.

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I suspect it is too late to make a strong pitch for status quo, however, feel that mention should be made of this possibility. It is the prime user of either facility. The vote and that of the majority of the senior staff is to retain after-hour service in the North Cafeteria at, if necessary, the expense of closing the Rendezvous Room. The attached memo is for signature if you agree.

Approved For Release 2001/08/27 : CfA-RDP79-00498A000100150077-0

76-3622

20 July 1976

MEMORANDUM FOR: Executive Officer, DDA

FROM

Thomas B. Yale

Director of Finance

SUBJECT

Proposed Closing of the Rendezvous Room

REFERENCE

: Memorandum to DD/A from D/Log dtd 23 June 1976,

same subject

In response to your request, Office of Finance personnel were queried with regard to either closing the Rendezvous Room and/or restricting the services in the North Cafeteria. The latter action has no impact on Office of Finance employees; however, we would prefer that the Rendezvous remain open. We are in complete agreement with paragraph 5. of referenced memorandum and concur in the recommendation that the proposal to close the Rendezvous Room be denied.

STATINTL

furthomas B. (Y)1e

ODP 1445-76 2 0 JUL 1976

MEMORANDUM FOR: Executive Officer, DDA

FROM : Clifford D. May, Jr.

Director of Data Processing

SUBJECT : Proposed Closing of the Rendezvous Room

REFERENCE : Your cover sheet notes dtd 13 July 76 on

Memo fm OL to DDA dtd 23 June 76, same

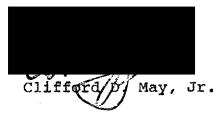
subject (DD/A 76-3159)

- 1. My staff and I have reviewed GSI's and OL's proposals regarding food service in the Rendezvous Room and North Cafeteria. Following is the ODP position:
 - Evening and Saturday North Cafeteria service should be continued. Discontinuing this service would work a hardship on ODP personnel. This Office operates two computer centers in Headquarters 24 hours a day, seven days a week, but evening and weekend work is not limited to operators assigned to shift work in these centers. Applications programmers and analysts frequently work evenings and weekends to complete projects on time. Systems programmers and equipment specialists routinely work in the evenings and on weekends to gain access to computers during non-prime time. We also expect to expand GIMS service to 24 hours a day, seven days a week, to satisfy requests from Agency offices involved in Crisis Management. Our personnel fully utilize the available evening and Saturday services. Elimination of these services would result in lost time and require additional staffing because of personnel who would leave the Headquarters compound to eat at area restaurants. The Office of Data Processing is strongly opposed to eliminating evening and weekend food service. If anything, it should be expanded.
 - b. Rendezvous Room service should be discontinued if it cannot support itself. We agree that the Rendezvous Room is a nice facility, especially for entertaining official and non-official guests. But, this service is not essential to the well being of Agency personnel. Perhaps close monitoring to prevent abuses would make

STATINTL STATINTL this a paying proposition. If not, close it or move it to where it would be most welcome (and save employees time traveling to restaurants).

2. In summary, ODP recommends continuing and possibly expanding evening and weekend cafeteria service and discontinuing Rendezvous Room service unless it pays for itself.

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1 9 JUL 1976

MEMORANDUM FOR: Executive Officer to the DDA

STATINTL

FROM

Executive Officer, OL

SUBJECT

Proposed Closing of the Rendezvous Room

REFERENCE

RERS dtd 13 July 76 fm EO/DDA to D/L,

same subject

Regarding the impact on Office of Logistics (OL) personnel of either closing the Rendezvous Room and/or restricting the services in the North cafeteria, OL division chiefs at Headquarters believe the impact would be minimal.

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OL 6 3606(a)

19 July 1976

MEMORANDUM FOR: Executive Officer, DD/A

STATINTL

FROM

Executive Officer, Office of Medical

Services

SUBJECT

North Cafeteria and Rendezvous Room

REFERENCE

Your Routing and Record Sheet, dtd 13 Jul

76, re Limiting Services in the North

Cafeteria and Rendezvous Room

Eliminating the evening and Saturday service of the North Cafeteria will have no adverse effect on Office of Medical Services personnel; however, we feel that Agency personnel who are engaged in shift work are entitled to a hot, balanced meal and should not be forced to leave the premises in order to obtain it. The Rendezvous Room is used quite often by OMS personnel; it is also utilized whenever we have applicants in for pre-employment interview and pre-employment processing and to entertain guests. In our opinion, the North Cafeteria is not an acceptable substitute, and we would like to see the Rendezvous Room remain open.

2 1 JUL 1976

MEMORANDUM FOR: Executive Officer, DDA

FROM : Robert W. Gambino

Director of Security

SUBJECT : Proposal to Limit Service in the

North Cafeteria and the Rendezvous Room

1. In response to your request for our comments concerning the impact of closing the Rendezvous Room or restricting the services in the North Cafeteria, the following information is forwarded for your consideration.

Shift-work officers from this Office do not normally eat their evening meals or Saturday meals in the North Cafeteria, so little or no adverse effect would be felt by them.

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was queried regarding the effect of the proposed actions on his Federal Protective Officers. advised that at least 20 officers on an average dine at the North Cafeteria each evening and that approximately 15 officers will dine there on Saturdays. He felt very strongly that the closing of this facility would pose a hardship for those officers since their dinner break does not provide enough time to go off the compound to obtain food services. During the course of this conversation also advised that he felt at least an identical number of other GSA service personnel in the building participate in evening and Saturday meals. (Mr. James Ward, GSA Building Manager, was contacted later and he advised that at least half of his evening force of 80 employees usually get their evening meals at the North Cafeteria.)

OS 6 3170/A

Closing the Rendezvous Room would have no direct effect on any of the above individuals nor would it enable us to remove the Federal Protective Officer from his post in front of the Rendezvous Room since he must continue to prevent outside visitors to the North Cafeteria from having free access to the Headquarters building.

2. Setting up a canteen area in the North Cafeteria space to meet evening and Saturday food requirements would require some Physical Security alterations inside the cafeteria area to ensure adequate controls and to protect the kitchen stores from pilferage since, under current practices, we lock the outside cafeteria doors when the area is not in use. These alterations (e.g., roll down grill work) could cost as much as \$5000.

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Robert W. Gambino

Approved For Release 2001/08/27: CIA-RDP79-00498A000100150077-0

Office of Training

Closing of Rendezvous Room: , OTR, advises that the Office of Training goes along with Mr. McDonald's recommendations; i.e., not to close the Rendezvous Room but discontinue evening and Saturday service in North Cafeteria.

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2.				in the North Cafeteria and the Rendezvous Room. We are generally
3.				in agreement with the recommenda- tion to discontinue evening and Saturday service in the North
4.				Cafeteria. With vending machines available, we do not feel that this would pose a big problem to
5.				our employees. We believe that the Rendezvous Room is important to the Agency, especially when
6.				one wishes to entertain guests whom he may not want to take to the Executive Dining Room or the
7.				more pedestrian atmosphere of the North and South Cafeterias.
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